



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

INFORMATIONAL LETTER NO. 684

February 20, 2008

TO: Iowa Medicaid HCBS Waiver (Excluding Individual CDAC), Habilitation, and Remedial Services Providers
ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise
RE: Provider Quality Management Process

The Department of Human Services' Bureau of Long Term Care, in response to the directives of the Centers for Medicare and Medicaid (CMS), is implementing a new provider quality management oversight process based on the CMS Quality Framework model. **The new system of provider oversight will be required of all Medicaid providers of the following services:**

Brain Injury waiver: behavior programming, agency CDAC, respite, supported community living, supported employment, prevocational, IMMT, adult day care, family counseling and training

Mental Retardation waiver: agency CDAC, respite, supported community living, supported employment, prevocational, IMMT, adult day care, day habilitation, residential-based supported community living, nursing, home health aide

Ill and Handicapped waiver: respite, agency CDAC, IMMT, adult day care, counseling, home health aide, nursing

Physical Disability waiver: agency CDAC

AIDS/HIV waiver: agency CDAC, respite, adult day care, counseling, home health aide, nursing

Elderly waiver: agency CDAC (including Assisted Living providers), respite, adult day care, case management, home health aide, nursing

Children's Mental Health waiver: family and community support services, in-home family therapy, respite

Habilitation services: day habilitation, home-based habilitation, prevocational habilitation, supported employment habilitation

Remedial services: community psychiatric supportive treatment, crisis intervention, health or behavior intervention, rehabilitation program, skills training and development

A statewide ICN provider training was held on January 10, 2008 to introduce this new provider oversight process. The PowerPoint materials and handouts that were used at this training are posted on the HCBS website. Providers who have not already done so are encouraged to download and review these materials that can be found at: <http://www.ime.state.ia.us/HCBS/HCBSTraining.html>

The Home and Community Based Services (HCBS) staff will be offering additional provider training throughout the state. The target audience for these trainings is provider staff responsible for the development of policies, procedures, quality assurance and/or quality improvement plans and activities. Direct care staff should not attend unless they have responsibility for these activities.

- **New Quality Improvement (QI) Program Training - Available** - During the month of March 2008, the provider trainings will be presented several times at different locations throughout the state.
- **Providers are strongly encouraged to attend any of the scheduled trainings listed below.**
- **Training For Providers New to Medicaid QI processes** - There will be four trainings held specifically for providers who are new to Medicaid HCBS services, (particularly Remedial or Habilitation providers), or for providers with new staff responsible for QI activities. **This “HCBS QI 101” training will cover the same materials, but will have a special focus for Remedial and Habilitation providers, and providers that have not had experience with the HCBS QI processes in the past.** The dates, times, and locations for these trainings is listed below. Pre-registration for these trainings is required and will end one week prior to the date of the scheduled training. You may pre-register by sending an email to HCBSWaiver@dhs.state.ia.us or by calling Denise Pottorff at 515-725-1138.
- **Remedial and Habilitation providers, and providers that have not had experience with the HCBS QI processes in the past are strongly encouraged to attend the “HCBS QI 101” training as this is being designed specifically for them. If they would like to attend additional trainings, or if they cannot make it to the scheduled “HCBS QI 101” training, they may attend one of the “New QI Program Training” sessions.**

HCBS QI 101 – Special focus for new providers and Remedial and Habilitation providers:

“HCBS QI 101” Training ~ Dates/Locations:	
Wednesday March 5, 2008 1:30-4:30 p.m. <i>Cherokee MHI</i> Auditorium 1251 W. Cedar Loop Cherokee 51012 712-225-2594	Friday March 14, 2008 1:30-4:30 p.m. <i>Urbandale Public Library</i> Meeting Rooms A&B 3520 86th Street Urbandale 50322 515-278-3945
Monday March 24, 2008 1:30-4:30 p.m. <i>Montgomery Co. Memorial Hospital</i> Conference room, lower level 2301 Eastern Avenue Red Oak 51566 712-623-7000	Tuesday March 25, 2008 10 a.m-1 p.m. <i>Coralville Library</i> Basement meeting room 1401 5th St. Coralville 52241 319-248-1850

Any organization that provides one or more of the waiver services listed above, in addition to providing any of the above services listed for the habilitation and/or remedial programs, should plan to attend one of the following trainings. Pre-registration for these trainings is required and will end one week prior to the date of the scheduled training. You may pre-register by sending an email to HCBSWaiver@dhs.state.ia.us or by calling Denise Pottorff at 515-725-1138.

Training for providers of waiver services and habilitation and/or remedial services:

“New QI Program” Training ~ Dates/Locations <i>Each of these trainings is scheduled from 9:30 a.m.-12:30 p.m.</i>	
Wednesday March 5, 2008 <i>Cherokee MHI</i> Auditorium 1251 W. Cedar Loop Cherokee 51012 712-225-2594	Friday March 7, 2008 <i>Mason City Public Library</i> Mason City Room 225 2nd St SE. Mason City 50401 641-421-3668
Monday March 10, 2008 <i>Fort Dodge Public Library</i> Large Conference Room 424 Central Ave. Fort Dodge 50501 515-573-8167	Wednesday March 12, 2008 <i>Ft Madison Public Library</i> 920 Avenue E. Ft. Madison 52627 319-372-5721
Thursday March 13, 2008 <i>Grinnell College</i> Pioneer Room The Old Glove Factory 733 Broad St. Grinnell 50112 641-269-3235	Friday March 14, 2008 <i>Urbandale Public Library</i> Meeting Rooms A&B 3520 86th Street Urbandale 50322 515-278-3945
Tuesday March 18, 2008 <i>AEA 267 Cedar Falls Conference Center</i> Rooms B and C 3712 Cedar Heights Drive Cedar Falls 50613 319-273-8200	Thursday March 20, 2008 <i>Horizons</i> Dummermuth Room 819 5 th Street SE. Cedar Rapids 52401 319-398-3943 Please use the parking lot across the street.
<u>Thursday March 20, 2008</u> <i>DMACC</i> Room 142 906 N. Grant Road Carroll 51401 712-792-1755	Monday March 24, 2008 <i>Montgomery Co. Memorial Hospital</i> Conference room, lower level 2301 Eastern Avenue Red Oak 51566 712-623-7000
Wednesday March 26, 2008 <i>Scott Community College</i> Student Life Center Belmont Campus Bettendorf 52722 563- 441-4136	Thursday March 27, 2008 <i>Central State Bank</i> Community Room (behind drive up bank/across from Opera House) 200 North Main Elkader 52043 563-245-1187
Friday March 28, 2008 <i>Rural Health Education Center</i> Indian Hills Community College, Bldg. 21 Rooms 108 and 111 655 Indian Hills Drive Ottumwa 52501 641-683-5337	

The Power Point presentation and other materials that will be used at all of the trainings identified in this correspondence will be posted on the HCBS website no later than February 27, 2008. Prior to the training, download and print the training materials from the website, as none will be available at the training sites. These materials will be posted at: <http://www.ime.state.ia.us/HCBS/HCBSTraining.html>. Please send all questions specific to the quality management process to HCBSWaiver@dhs.state.ia.us.